



TIPTON MUNICIPAL UTILITIES

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113 Court Street, P.O. Box 288
Tipton, IN 46072-0288
Office: 765-675-7629
Fax: 765-675-9048

INDIANA UTILITY REGULATORY COMMISSION
ELECTRICITY DIVISION

December 20, 2002

Mr. William D. McCarty, Chairman
Indiana Utility Regulatory Commission
302 W. Washington Street, Ste E-306
Indianapolis, Indiana 46204-2764

Dear Mr. McCarty:

We are pleased to respond to your letter of November 6th relative to data requested regarding Electric Service Quality Rulemaking.

We are enclosing our comments as we perceive your questions. Our comments are formatted to fit the format of the Data Request. If we need to respond with further comments, please let us know.

Thank you very much.

Sincerely,

Paul W. Osler
Utility Manager

Electric Service Quality Rulemaking
IURC Data Request
Tipton Municipal Electric utility
P.O. Box 288
Tipton, Indiana 46072

December 20, 2002

Reliability:

1. Our Utility is not participating in any organization's research projects

Service Interruption and Outages

Sustained Outages:

1. A sustained outage is identified as such, when more than one consumer calls from the same area.
2. A "trouble shooter" is on call for such emergencies and responds to these calls, then they or someone follows up with a call to determine if the power is back on OK
3. We do not regularly report outages
4. Radio & TV is notified during major weather events to keep consumers updated while power is being restored.
5. We interact with our Police and Fire Departments.
6. Police and Fire Departments help keep people away from these scenes until our Utility personnel arrive.
7. We have emergency plans which tell us who to call. This is through our State Electric Utility Associations and our State Joint Action Agency (IMPA).
8. We do not regularly analyze sustained outages.
9. We do not quantify the financial costs of outages normally

Momentary Outages:

We do not track momentary outages

Performance Measures and Statistics

1. We do not routinely calculate performance statistics
2. "
3. "
4. "
5. Our rural consumers have different characteristics – design of lines, type of wire, tree trimming
6. Size would make a great difference in standardization
7. "
8. Performance evaluations are not used

Worst Circuits

1. We do not have "pockets" of poor service reliability, probably because of size.
2. Size would make a difference

Power Quality

1. Power quality is an important concern. We do have some industrial customers who have equipment that causes sags, spikes or surges and we address these as they occur.

Leading Indicators

1. We pay attention to weather, overloads, wire size. We monitor substation loads and our recloser operations.
2. We have a routine inspection of substation and driving our lines
3. We have not changed our procedures
4. We have not made any studies of the effect of these procedures
5. We handle our own tree trimming work
6. We have used the same procedure
7. We have not used any measurement of our procedures
8. We do cycle our equipment at regular intervals
9. The age of equipment could certainly be a leading indicator
10. We do rate the equipment as to past reliability and replace with the best we know
11. Bad equipment could certainly cause outages
12. We use infra-red to check all substation and large transformers every 2 years.

Setting Performance Standards

1. We do not use a formal performance standard policy
2. Performance standards could be suggested by the Commission
3. “
4. We have no opinion on performance based rates

Safety:

1. We do not participate in projects related to research. We are involved in safety education programs.
2. Police and Fire Departments keep public away until the Utility Department is on the scene.
3. The public is kept from the scene. Utility workers communicate by radio and in the worst case, substation power is cut.
4. Central communications at Police Station directs activity
5. By radio and TV – we do keep this in front of our consumers
6. We have no opinion on typical accidents
7. The average of our personnel is 20 years. We do have ongoing safety programs – live line programs, cover up safety, CPR, grounding, bucket rescue, poletop rescue
8. We believe in reporting accidents to the Commission
9. We do not report accidents to others on a regular basis. There could be some exceptions
10. We do continue to maintain emergency operating plans

Customer Service:

1. We participate in customer service research projects sponsored by the Indiana Municipal Power Agency.
2. We include in our philosophy of customer service reliability of electric service, the perceived value of that service (ability to keep rates low), courtesy, helpfulness, professionalism, and problem-solving ability of employees; how well the utility communicates with customers; and the likelihood of staying with the utility if given a choice of another supplier.
3. We have five employees engaged as “customer service” employees
4. Customer billing, receiving utility payment from customers, responding to customer questions and concerns.
5. Customer service employees should be open minded, good listener, sense of humor, pleasant and ability to be perceptive of others feelings.
6. Drive up window – full service billing forms –
7. We have used questionnaires sent directly to our consumers
8. We do not base compensation on customer service performance